

FREQUENTLY ASKED QUESTIONS

For additional questions not listed here contact the NIH IT Service Desk 301-496-4357 and request to speak with the TIB Specialist on Duty.

1. Q. I can't access my mailbox. Why?

Chances are you are still dialing your old mailbox access number, not the NEW access number which is **301-435-5000**. Also, if you had the internal voice mail number programmed in speed dial this will have to be changed.

2. Q. I never received the Broadcast E-mail that was sent to Employees or Contractors for the initialization requirement. Where can I get this?

TIB Duty Specialist can either fax or e-mail the broadcast information to them.

3. Q. I never had voicemail. What do I do now?

A mailbox can be created for you if you choose to have one. Please submit a TSR for processing or contact your TIB Duty Specialist for instructions.

4. Q. What pass code do I enter after entering my telephone number?

The default pass code is 12357. This is what you must enter.

5. Q. When creating my NEW passcode in the Voice Mobility system, can I use the same password I was using with Octel?

Yes.

6. Q. I am trying to initialize my mailbox and I am getting an error message "in-correct login". Why?

The mailbox has not yet been built in the new system. Please contact TIB Duty Specialist for further assistance.

7. Q. I cannot set up my mailbox greeting on the new system. Why?

Transition to the new system has not fully been completed. Please contact TIB Duty Specialist for further assistance.

8. Q. When will the Menu or phantom mailboxes be moved to the new system?

This will take place once all of the voice mailboxes have been transitioned to the new system; the approximate date is August 2010. Note: There will be no change in the way the end-user gets to the menu or phantom mailbox.

9. Q. Why can't I retrieve my messages after I have initialized my new mailbox on the new system by dialing 301-435-5000?

They have not been moved over yet. This will take place the weekend of your scheduled cut-over.

10. Q. Previously, when I dialed my phone number from a different location I pressed the number 1 to get to the password prompt. Is this feature still available?

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Yes. Rather than pressing 1, you will now press the number 9.

11. Q. My name is spelled incorrectly on the WEB. Can I correct this myself?

No. You will have to contact the TIB Duty Specialist to have this updated.

12. Q. I have been getting an error message for EVM since the conversion. Why?

EVM, as we knew it, has been changed. If you want to continue to have this feature you can set it up on the WEB. Go to Settings, then Messages, and then E-mail notification. Any additional problems, contact TIB Duty Specialist.

13. Q. How do I add an extended absence greeting when I am out of the office?

There are 2 ways this can be done: from the WEB and from your Telephone.

1. Through the WEB you will check extended absence greeting box and then select update. This will give a standard greeting saying you are not available and callers will be able to leave a message. If you check ‘‘block message receipt’’ callers will not be able to leave a message.
2. By Telephone, after entering your password, press 4 – 3 – 2. Record your extended absence greeting. **If you want callers to be able to leave a message, press 2. Otherwise, press 1 to Block message receipt.**